| OCIO Project #  |   |  |         | i eam i                      | Member t                  | o Pro  |
|---|---|--|---------|------------------------------|---------------------------|--------|
| Department  | Franchise Tax Board   |  |         |                              |                           | Man    |
| Reporting Period  | From:   | То:  |         |                              |                           | IVIAII |
|   |   | Current Task   | Summary |                              |                           |        |
| Task or Deliveral   | ole   |  |         | Scheduled<br>Completion Date | Actual<br>Completion Date | Issi   |
|   |   |  |         |                              |                           |        |
|   |   |  |         |                              |                           |        |
|   |   |  |         |                              |                           |        |
| Accomplished th   | is week   |  |         |                              | l                         |        |
| Planned/Schedul   | ed Completion in Next Tw  | o Weeks  |         |                              |                           |        |
| Planned/Schedul   | ed Completion in Next Tw  | /o Weeks   |         |                              |                           |        |
| Planned/Schedul   | ed Completion in Next Tw<br>Status Summary  | /o Weeks   | Yes/No  |                              | Explanation               |        |
|   | ·   |  | Yes/No  |                              | Explanation               |        |
| Will all assigned to  | Status Summary asks be accomplished by the  | neir due date?   | Yes/No  |                              | Explanation               |        |
| Will all assigned to  | Status Summary asks be accomplished by the  | neir due date?   | Yes/No  |                              | Explanation               |        |
| Will all assigned to<br>Are there any plar<br>Are there problem<br>tasks? | Status Summary asks be accomplished by the  | neir due date?<br>mpleted?<br>o accomplish assigned            | Yes/No  |                              | Explanation               |        |
| Will all assigned to<br>Are there any plar<br>Are there problem<br>tasks? | Status Summary asks be accomplished by the ned tasks that won't be con s which affect your ability to | neir due date?<br>mpleted?<br>o accomplish assigned            |         |                              | Explanation               |        |
| Will all assigned to<br>Are there any plar<br>Are there problem<br>tasks? | Status Summary asks be accomplished by the ned tasks that won't be con s which affect your ability to | meir due date?  mpleted? o accomplish assigned  tly scheduled? |         |                              | Explanation               |        |

| Project Name:                   | Withhold at Source | System Project | -                     |         |  |  |
|---------------------------------|--------------------|----------------|-----------------------|---------|--|--|
| OCIO Project #:                 | 1730-186           |                | Team Member to Projec |         |  |  |
| Department: Franchise Tax Board |                    |                |                       |         |  |  |
| Reporting Period:               | From:              | То:            | _                     | Manager |  |  |
|                                 | ]                  |                | 1                     |         |  |  |
|                                 |                    |                |                       |         |  |  |
|                                 |                    |                |                       |         |  |  |
|                                 |                    |                |                       |         |  |  |
|                                 |                    |                |                       |         |  |  |

| Proj | ect | Name: | Withhold | at | Source | Syste | m Pro | ject |
|------|-----|-------|----------|----|--------|-------|-------|------|
|------|-----|-------|----------|----|--------|-------|-------|------|

**OCIO Project #:** 1730-186

**Department:** Franchise Tax Board

**Reporting Period:** *From:* 7/1/09 *To:* 9/30/09

# **Project Manager to Sponsor**

# **Current Status Report**

| Questions  | Yes/No | Cause                       | Impact   | Action Required  |
|--|--------|-----------------------------|--|--|
| Were recent milestones completed on schedule?        | No     | Executive Order S-<br>09-09 | Delay of the following:<br>procument of technical<br>consulting resources,<br>Architecture framework<br>development, system<br>design and development. | Continue to utilize state resources to work on framework development and system design. RFO is in process to procure technical consulting resources to begin Jan 2010. |
| Were any key milestones or deliverables rescheduled? | Yes    | Executive Order S-<br>09-09 | Rescheduled Architecture framework development and the start of functional development   | Continue to utilize state resources to work on framework development and system design. RFO is in process to procure technical consulting resources to begin Jan 2010. |
| 3. Was work done that was not planned?               | No     |                             |  |  |
| 4. Were there any changes to scope?                  | No     |                             |  |  |
| Were tasks added that were not originally estimated? | No     |                             |  |  |
| 6. Were any tasks or milestones removed?             | No     |                             |  |  |
| 7. Were any scheduled tasks not started?             | No     |                             |  |  |

PM to Sponsor (2) Page 3 of 15

Project Name: Withhold at Source System Project

**OCIO Project #:** 1730-186

**Department:** Franchise Tax Board

**Reporting Period:** *From:* 7/1/09 *To:* 9/30/09

# **Project Manager to Sponsor**

| 8. Are there any new major issues?  | Yes | Executive Order S-<br>09-09 | for technical consulting resources | RFO is in process to contract with a single vendor for a technical consulting team.   |
|-------------------------------------|-----|-----------------------------|------------------------------------|---|
| 9. Are there any staffing problems? | Yes | Executive Order S-<br>09-09 |                                    | Utilize additional state resources when available. RFO is in process to procure technical consulting resources to begin Jan 2010. |

PM to Sponsor (2) Page 4 of 15

| Project Name: | Withhold at Source System Project |
|---------------|-----------------------------------|
|---------------|-----------------------------------|

**OCIO Project #**: 1730-186

**Department:** Franchise Tax Board

**Reporting Period:** *From:* 7/1/09 *To:* 9/30/09

# **Project Manager to Sponsor**

## **Look Ahead View**

| Questions   | Yes/No | Impact   | Action Required   |
|---|--------|--|---|
| Will upcoming critical path milestones or deliverables be delayed?          | Yes    | Functional development will not progress as planned          | Utilize additional state resources when available. RFO is in process to procure technical consulting resources to begin Jan 2010. |
| Do any key milestones or deliverables need to be rescheduled?               | Yes    | Remaining project tasks will be rescheduled                  | Utilize additional state resources when available. RFO is in process to procure technical consulting resources to begin Jan 2010. |
| 3. Is there any unplanned work that needs to be done?                       | No     |  |   |
| Are there any expected or recommended changes to scope?                     | No     |  |   |
| 5. Are there any tasks not originally estimated that will need to be added? | No     |  |   |
| Are there any tasks or milestones that should be removed from the plan?     | No     |  |   |
| 7. Are there any scheduled tasks whose start will likely be delayed?        | Yes    | Functional development will be delayed                       | Utilize additional state resources when available. RFO is in process to procure technical consulting resources to begin Jan 2010. |
| 8. Are any major new issues foreseeable?                                    | Yes    | Proposed new legislation would impact schedule and resources | Monitor external proposed legislative changes   |
| 9. Are any staffing problems anticipated?                                   | No     |  |   |

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Project Name: Withhold at Source System Project

**OCIO Project #:** 1730-186

**Department:** Franchise Tax Board

**Reporting Period:** *From:* 7/1/09 *To:* 9/30/09

# **Project Manager to Sponsor**

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|  | Project | Name: | Withhold at Source System Project |
|--|---------|-------|-----------------------------------|
|--|---------|-------|-----------------------------------|

**OCIO Project #:** 1730-186

**Department:** Franchise Tax Board

**Reporting Period:** *From:* 7/1/09 *To:* 9/30/09

# **Project Manager to Sponsor**

## **Current Status and Accomplishments:**

Describe deliverables completed and milestones met during this reporting period.

- Finalized the Test Plan; Began development of Test Rules and Conditions
- Finalized Conversion Plan
- Began Benchmark ( Proof of Concept)
- Continue Framework development
- Completed 1st draft review of the RFO
- Completed High level Functional Design for Interfaces
- Development of requirements for Interfaces are on schedule
- Acceptance Test Plan drafted and in 1st level review

### Project Milestones:

List key milestones and their dates from the project schedule.

| Milestone                            | Target<br>Date | Forecast<br>Date | Status | Cause & Impact to<br>Implementation Date | Date Completed |
|--------------------------------------|----------------|------------------|--------|--|----------------|
| Please see attached Project Schedule |                |                  |        |  |                |
|                                      |                |                  |        |  |                |
|                                      |                |                  |        |  |                |

#### Variances

Check the appropriate box for each project element listed below. Please describe the actions you plan to take for those items marked "Caution" or "Significant Variance".

|              | On Plan<br><5% | Caution<br>5-10% | Significant Variance >10% | Action Required   |
|--------------|----------------|------------------|---------------------------|---|
| Schedule     |                | x                |                           | Utilize additional state resources when available. RFO is in process to procure technical consulting resources to begin Jan 2010. |
| Milestones   |                | x                |                           | same as above   |
| Deliverables |                | x                |                           | same as above   |

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Project Name: Withhold at Source System Project

**OCIO Project #:** 1730-186

**Department:** Franchise Tax Board

**Reporting Period:** *From:* 7/1/09 *To:* 9/30/09

# **Project Manager to Sponsor**

| Resources       |   | Y | Utilize additional state resources when available. RFO is in process to procure technical consulting resources to begin Jan 2010. |
|-----------------|---|---|---|
| OneTime Cost    | х |   |   |
| Continuing Cost | х |   |   |

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Project Name: Withhold at Source System Project

**OCIO Project #:** 1730-186

**Department:** Franchise Tax Board

**Reporting Period:** *From:* 7/1/09 *To:* 9/30/09

# **Project Manager to Sponsor**

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| Project Name: \( \) | Withhold at | Source System | Project |         |  |
|---------------------|-------------|---------------|---------|---------|--|
| OCIO Project #:     | 1730-186    |               |         |         | On an a and a Free sections O amount the |
| Department:         | Franchise T | ax Board      |         |         | Sponsor to Executive Committee           |
| Reporting Period:   | From:       | 7/1/09        | To:     | 9/30/09 |  |

## **Summary Milestones and Highlights**

# Project Milestones: List key milestones and their dates from the project schedule. Explain in issues section if a milestone's status is behind. Milestone Target Date Total T

#### Variances

Check the appropriate box for each project element listed below. Please describe the actions you plan to take for those items marked "Caution" or "Significant Variance".

\* Priority of schedule, scope, budget, and quality from Final Ranking established in the Priority Analysis

|                 | On Plan<br><5% | Caution<br>5-10% | Significant Variance >10% | Action Required  |
|-----------------|----------------|------------------|---------------------------|--|
| Schedule        |                | х                |                           | Develoment is behind schedule due to loss of contractors. Release RFO in mid-<br>October in order to procure new vendor to start Jan 2010. |
| Milestones      |                | Х                |                           | Same as Above  |
| Deliverables    |                | Х                |                           | Same as Above  |
| Resources       |                |                  | х                         | Same as Above  |
| One Time Cost   | х              |                  |                           |  |
| Continuing Cost | х              |                  |                           |  |

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**Project Name:** Withhold at Source System Project

**OCIO Project #:** 1730-186

Department: Franchise Tax Board

**Reporting Period:** *From:* 7/1/09 *To:* 9/30/09

# **Sponsor to Executive Committee**

## **Monitoring Vital Signs Scorecard**

| Vital Sign                          | Variance                                | Value | Your Sco | re Score Justification   |
|-------------------------------------|---|-------|----------|--|
|                                     | High Degree of Buy-In                   | 0     |          | 0  |
| 1. Customer Buy-In                  | Medium Degree of Buy-In                 | 1     | 0        | Customer is fully supportive of project.   |
|                                     | Low Degree of Buy-In                    | 2     |          | <del>5</del>   |
|                                     | Strong Viability                        | 0     |          | o e  |
| Technology Viability                | Medium Viability                        | 1     | 0        | Technology environment remains viable.   |
|                                     | Weak Viability                          | 2     |          | 5  |
|                                     | <5%                                     | 0     |          | <b>X</b>   |
| Status of the Critical Path (delay) | 5% to 10%                               | 1     | 1        | Loss of contractors and furloughs has delayed the critical path.   |
|                                     | >10%                                    | 2     |          | errical patri.   |
| Cost-to-Date vs. Estimated Cost-to- | <5%                                     | 0     |          | o e  |
| Date (higher)                       | 5% to 10%                               | 1     | 0        | Cost-to-Date is less due to loss of contractors.   |
| Date (Higher)                       | >10%                                    | 2     |          |  |
|                                     | 0 to 3                                  | 0     |          | Risks include available funding for new vendor may   |
| 5. High-Probability, High-Impact —  | 4 to 6                                  | 1     |          | not be enough for the scope of work to be  |
| Risks                               |   | 2     | 1        | not be enough for the scope of work to be completed by implementation; complexity inherent with interfaces with multiple systems; and potential new legislation expanding project scope. |
|                                     | >6<br>On time                           |       |          |  |
| 6. Unresolved Issues                |   | 0     |          | Lost most project contractors due to Executive   |
| (on time resolution)                | Late with no impact                     | 1     | 2        | Order. RFO is in process to contract new vendor to begin Jan 2010.   |
|                                     | Late impacting the critical path        | 0     |          | begin Jan 2010.  |
| 7. Sponsorship Commitment           | Fully engaged                           | 1     | 0        | Sponsor fully committed and receiving frequent   |
| 7. Sponsorship Communent            | Partially engaged Inadequate engagement | 2     | U        | updates on project status.   |
|                                     | Strong alignment                        | 0     |          |  |
| 8. Strategy Alignment               | Partial alignment                       | 1     | 0        | Project objectives still meet a number of departmental strategic goals.  |
| o. Strategy Alignment               | Weak or no alignment                    | 2     | · ·      | departmental strategic goals.  |
|                                     | Strong                                  | 0     |          |  |
| L E .                               |   | -     |          | Business value is strong based on current project  |
| 9. Value-to-Business                | Medium                                  | 1     | 0        | Business value is strong based on current project scope.   |
|                                     | Weak                                    | 2     |          |  |

Sponsor to Exe Comm Page 11 of 15

**Project Name:** Withhold at Source System Project

**OCIO Project #:** 1730-186

Department: Franchise Tax Board

**Reporting Period:** *From:* 7/1/09 *To:* 9/30/09

# **Sponsor to Executive Committee**

| 10. Vendor Viability (provide                            | Strong 0                      |       |          | ଦ୍ର   | Remaining vendor provides strong management   |  |
|--|-------------------------------|-------|----------|-------|---|--|
| rationale for the rating in the field                    | Medium 1                      |       | 0        | Gree  | performance.  |  |
| following the scorecard)                                 | Weak                          | 2     |          |       |   |  |
| 11. Milestone Hit Rate                                   | >90% on time                  | 0     |          | Ϋ́    | Outside of the vectoring constraints the team has   |  |
| (rate of achievement as planned)                         | 80-90% on time                | 1     | 1        | 'ello | Outside of the resource constraints, the team has met project milestones.                           |  |
| (late of achievement as planned)                         | <80% on time                  | 2     |          | Š     | met project miestones.  |  |
| 10. Deliverable Lit Dete                                 | >90% on time                  | 0     |          | Ϋ́    | 0   |  |
| 12. Deliverable Hit Rate (rate of production as planned) | 80-90% on time                | 1     | 1        | 'ello | Outside of the resource constraints, the team has   |  |
| (late of production as planned)                          | <80% on time                  | 2     | ×        |       | met project deliverables.   |  |
|  | >90% assigned and available   | 0     |          |       |   |  |
| 13. Actual vs. Planned Resources                         | 80-90% assigned and available | 1     | 2        | Rec   | Lost contractors due to Executive Order. State staff is working less than planned due to furloughs. |  |
|  | <80% assigned and available   | 2     |          |       | working less than planned due to fulloughs.   |  |
| 14. Overtime Utilization                                 | <15%                          | 0     |          | G     |   |  |
| (% of effort that is overtime)                           | 15-25%                        | 1     | 0        |       | Overtime use has been minimal.  |  |
| (% of effort that is overtime)                           | >25%                          | 2     | <u> </u> |       | Overall, the team works collaboratively; however,   |  |
|  | Highly Effective              | 0     |          |       |   |  |
|  | Moderately Effective          | 1     |          | Yello | morale issues persist due to budget issues, changing development strategies and staff has taken on  |  |
| 15. Team Effectiveness                                   |                               |       | 1        | 1 🝵   |   |  |
|  | Ineffective                   |       |          | <     | additional responsibilites due to limited resources.  |  |
|  |                               | Total | 9        | Υ     |   |  |

Green = 0 - 8 Yellow = 9 - 19 Red = 20+

| Vendor Viability Rating Rationale              |  |  |
|--|--|--|
| Vendor provides strong management performance. |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

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| Schedule Status - include, at a mini-   | ·····      |            |                    |                 |                  |
|---|------------|------------|--------------------|-----------------|------------------|
| Milestone and Deliverable   | Planned    | Actual     | Planned            | Actual          | Percent Complete |
|   | Start Date | Start Date | Completion<br>Date | Completion Date |                  |
| Finance Approval (external)   | 4/26/2007  | 5/11/2007  | 1/10/2008          | 12/31/2007      | 100%             |
| Complete Information Technology Procurement Plan (ITPP) and obtain approval   | 11/1/2007  | 12/3/2007  | 1/31/2008          | 2/20/2008       | 100%             |
| Project Start (DOF Approved 12/31/07)   | 1/10/2008  | 1/10/2008  | 1/10/2008          | 1/10/2008       | 100%             |
| Prepare & Release Bid Document for IV&V Oversight Services  | 1/10/2008  | 2/1/2008   | 2/11/2008          | 5/19/2008       | 100%             |
| Receive Vendor Proposals for<br>Oversight Services  | 3/10/2008  | 6/3/2008   | 3/10/2008          | 6/3/2008        | 100%             |
| Evaluate/Review Vendor Proposals  | 3/12/2008  | 6/4/2008   | 4/14/2008          | 6/18/2008       | 100%             |
| Award Oversight Vendor Agreement  | 7/1/2008   | 7/1/2008   | 7/1/2008           | 10/15/2008      | 100%             |
| Oversight Vendor Starts   | 7/15/2008  | 10/17/2008 | 7/15/2008          | 10/17/2008      | 100%             |
| Research: Develop & Release   | 7/1/2008   | 10/1/2008  | 9/1/2008           |                 | 55%              |
| Competitive Bid Solicitations for   |            |            |                    |                 |                  |
| Technical Consultants Sr. Developer 1   | 7/1/2008   | 10/30/2008 | 9/1/2008           | 10/30/2008      | 100%             |
| Developer 2   | 7/1/2008   | 12/23/2008 | 9/1/2008           | 12/23/2008      | 100%             |
| Developer 3   | 7/1/2008   | 12/23/2008 | 9/1/2008           | 12/23/2008      | 100%             |
| Developer 4,5,6   | 7/1/2008   | 4/15/2009  | 9/1/2008           | 4/23/2009       | 100%             |
| Sr. Tester 1  | 7/1/2008   | 4/15/2009  | 9/1/2008           | 4/28/2009       | 100%             |
| System Testers 2-3  | 7/1/2008   | 4/15/2009  | 9/1/2008           | 4/28/2009       | 100%             |
| 2 Integration Testers 4-5   | 7/1/2008   |            | 9/1/2008           |                 |                  |
| Software/Hardware Research: Develop & release competitive bid solicitation document for software license acquisitions | 7/1/2008   | 9/1/2008   | 9/1/2008           | 10/30/2008      | 100%             |
| Project Planning  | 7/1/2008   | 7/1/2008   | 9/30/2008          | 2/1/2009        | 100%             |
| Receive Vendor Proposals for<br>Technical Consultants   | 10/10/2008 | 11/21/2008 | 10/10/2008         |                 | 80%              |
| Sr. Developer 1   | 10/10/2008 | 11/21/2008 | 10/10/2008         | 11/21/2008      | 100%             |
| Developer 2   | 10/10/2008 | 1/12/2009  | 10/10/2008         | 1/12/2009       | 100%             |
| Developer 3   | 10/10/2008 | 1/12/2009  | 10/10/2008         | 1/12/2009       | 100%             |
| Developer 4,5,6   | 10/10/2008 | 5/6/2009   | 10/10/2008         | 5/6/2009        | 100%             |
| Sr. Tester 1  | 10/10/2008 | 5/6/2009   | 10/10/2008         | 5/6/2009        | 100%             |
| System Testers 2-3  | 10/10/2008 | 5/6/2009   | 10/10/2008         | 5/6/2009        | 100%             |
| 2 Integration Testers 4-5   | 10/10/2008 |            | 10/10/2008         |                 |                  |
| Receive Vendor Proposals for<br>Software/Hardware Products  | 10/10/2008 | 10/14/2008 | 10/10/2008         | 10/14/2008      | 100%             |
| Review Technical Consultants Bid Responses  | 10/13/2008 | 12/1/2008  | 11/14/2008         |                 | 80%              |
| Sr. Developer 1   | 10/13/2008 | 12/1/2008  | 11/14/2008         | 12/12/2008      | 100%             |

| Developer 2                              | 10/13/2008            | 1/13/2009  | 11/14/2008 | 1/23/2009  | 100%  |
|--|-----------------------|------------|------------|------------|-------|
| Developer 3                              | 10/13/2008            | 1/13/2009  | 11/14/2008 | 1/23/2009  | 100%  |
| Developer 4,5,6                          | 10/13/2008            | 5/6/2009   | 11/14/2008 | 5/20/2009  | 100%  |
| Sr. Tester 1                             | 10/13/2008            | 5/6/2009   | 11/14/2008 | 5/20/2009  | 100%  |
| System Testers 2-3                       | 10/13/2008            | 5/6/2009   | 11/14/2008 | 5/20/2009  | 100%  |
| 2 Integration Testers 4-5                | 10/13/2008            |            | 11/14/2008 |            |       |
| Review Bid Responses for                 | 10/13/2008            | 10/14/2008 | 11/7/2008  | 10/14/2008 | 100%  |
| Software/Hardware                        |                       |            |            |            |       |
| Award Technical Consultant               | 12/1/2008             |            | 12/1/2008  |            | 65%   |
| Agreement Sr. Developer 1                | 12/1/2008             | 1/21/2009  | 12/1/2008  | 1/21/2009  | 100%  |
| Developer 2                              | 12/1/2008             | 2/17/2009  | 12/1/2008  | 2/17/2009  | 100%  |
| Developer 3                              | 12/1/2008             | 2/17/2009  | 12/1/2008  | 2/17/2009  | 100%  |
| Developer 4,5,6                          | 12/1/2008             | 5/27/2009  | 12/1/2008  | 5/27/2009  | 100%  |
| Sr. Tester                               | 12/1/2008             | 5/25/2009  | 12/1/2008  | 5/25/2009  | 100%  |
| System Testers 2-3                       | 12/1/2008             | 5/25/2009  | 12/1/2008  | 5/25/2009  | 100%  |
| 2 Integration Testers 4-5                | 12/1/2008             |            | 12/1/2008  |            |       |
| Award Procurement                        | 11/14/2008            | 10/30/2008 | 11/14/2008 | 10/20/2008 | 1000/ |
| Software/Hardware Agreements             | 11/14/2006            | 10/30/2006 | 11/14/2006 | 10/30/2008 | 100%  |
| Technical Consultant Starts              | 1/8/2009              |            | 1/8/2009   |            | 50%   |
| Sr. Developer 1                          | 1/8/2009              | 2/23/2009  | 1/8/2009   | 2/23/2009  | 100%  |
| Developer 2                              | 1/8/2009              | 3/9/2009   | 1/8/2009   | 3/9/2009   | 100%  |
| Developer 3                              | 1/8/2009              | 3/16/2009  | 1/8/2009   | 3/16/2009  | 100%  |
| Developer 4,5,6                          | 1/8/2009              |            | 1/8/2009   |            |       |
| Sr. Tester                               | 1/8/2009              | 6/1/2009   | 1/8/2009   | 6/1/2009   | 100%  |
| System Testers 2-3                       | 1/8/2009              |            | 1/8/2009   |            |       |
| 2 Integration Testers 4-5                | 1/8/2009              |            | 1/8/2009   |            |       |
| Receive Software                         | 1/8/2009              | 1/8/2009   | 1/8/2009   | 1/8/2009   | 100%  |
| Develop Business Requirements            | 8/1/2008              | 7/31/2008  | 12/31/2008 | 12/31/2008 | 100%  |
| *Develop System Requirements             | 12/8/2008             | 7/31/2008  | 2/28/2009  |            | 91%   |
| Develop Core System                      | 8/1/2008              | 7/31/2008  | 2/28/2009  |            | 93%   |
| Requirements                             | <i>a</i> <b>= 000</b> |            | _,,_       |            | 55,0  |
| Develop Interface System<br>Requirements | 12/8/2008             | 7/31/2008  | 2/28/2009  |            | 67%   |
| Design System                            | 3/1/2009              | 3/1/2009   | 5/31/2009  |            | 12%   |
| Architecture Design                      | 3/1/2009              | 3/19/2009  |            |            | 80%   |
| Functional Design                        | 3/1/2009              | 7/14/2009  |            |            | 10%   |
| Develop System                           | 6/1/2009              | 3/19/2009  | 3/30/2010  |            | 6%    |
| Architecture/Framework Development       | 6/1/2009              | 3/19/2009  |            |            | 80%   |
| Functional Development                   | 6/1/2009              | 9/9/2010   |            |            | 2%    |
| Test                                     | 10/1/2009             |            | 4/30/2010  |            |       |
| Conversion                               | 2/1/2010              |            | 5/31/2010  |            | 5%    |
| User System Acceptance Testing           | 5/1/2010              |            | 7/31/2010  |            |       |

| Training  | 6/1/2010 | 7/31/2010 |  |
|---|----------|-----------|--|
| Implement into Operation                                | 8/2/2010 | 8/2/2010  |  |
| Conduct Project Retrospective                           | 9/1/2010 | 9/30/2010 |  |
| Prepare Post Implementation<br>Evaluation Report (PIER) | 8/1/2011 | 1/31/2012 |  |